

Wednesday, April 8, 2009

MINUTES

Westside/Central Service Sector
Governance Council

Regular Meeting

325 S. La Cienega Boulevard
Beverly Hills, CA 90211

Called to Order at 5:00 P.M.

Council Members Present:

Glenn Rosten, Chair
Art Ida, Vice Chair
Catherine Bator
Peter Capone-Newton
Terri Slimmer
Joe Stitcher
Jerard Wright

Officers:

Mark Maloney, General Manager
William Walker, Council Secretary

1. RECEIVED Public Comment for items not on the agenda

Eric Kramer

- Suggested numbering short line routes with a variation of the parent line number (i.e. Line 721 Westwood-Downtown Los Angeles as a short line of the primary trunk line 720 Santa Monica-Commerce) and requiring that operators announce their destinations when boarding customers.
- Supports Metro providing data to Google Transit which would allow customers another trip planning option.
- Wants Red/Purple Line overhead monitors to display information more reliably and consistently.
- Supports more integration of information technology into the way Metro communicates with its customers.

Wayne Coombs

- Rode both North County Transit District (Oceanside, San Diego County) and Valley Metro (Phoenix, AZ) and said all buses arrived on-time.
- Said operators of other systems did not believe that Metro requires operators to leave timepoints no more than one minute early and said Metro has a difficult time meeting on-time performance standards because the current on-time performance standards encourage operators to run behind schedule.

Joan Taylor:

- Asked that General Manager Mark Maloney ensure that Line 14 (Beverly Boulevard) and 16 (West Third Street) buses leave at their regularly scheduled times in the early evening hours.
- Requested that the Governance Council draft a letter to the Los Angeles Police Commission requiring that all bicycle riders license their bicycles.
- Asked that inexpensive locks be placed on bus-mounted bike racks.

2. CARRIED OVER Minutes from March 11, 2009 meeting. Requested that future minutes are received at least a week prior to the meeting at which they are to be approved.

3. RECEIVED General Manager's Report, Michael Greenwood, Deputy Executive Officer, Westside/Central Service Sector

Key Performance Indicators for February 2009

- Year-to-date **miles between mechanical failures** fell below target, even though it exceeded Metro's systemwide average.
- **In-service on-time performance** improved above the established target by attaining 61 percent, 2 points above the average for the year.
- **Accidents** averaged 4.4 per 100,000 hub miles, 0.4 above target.
- **Complaints** are at target.
- **Workers' Compensation** claims are well below target for the month and the year.

Art Leahy begins first week as the New Metro Chief Executive Officer

Art Leahy addressed employees for the first time, Monday, April 6th and shared some of his goals as incoming CEO, which will include an emphasis on operations: improving in-service on-time performance, strengthening real-time service management, ensuring buses are clean and that Metro does its best for its customers.

Westside Subway Extension Community Meetings Series

Four meetings regarding the Westside Subway Extension will take place during the month of April at 6pm at five different locations. Presentations on the current status of the project will be given and public comment will be taken.

Interior Bus Cards Redesigned for "How Are We Doing" Campaign

New cards with a more prominently placed telephone number will debut on buses in April.

Line 720 Saturation Held in April

More than a dozen Westside Central Sector Managers and Staff monitored Line 720 by riding the line, performing street corner and on-board checks of the line between Vermont Avenue and Westwood Boulevard. Mr. Greenwood noted when supervision is in the field and visible to operators, services tend to be better. He also commended many of the great customer service efforts he observed.

RECEIVED Questions regarding General Manager's Report:

Representative Rosten suggested having Governance Council Representatives wear visible identification that informed operators that they too were riding in a supervisory capacity. Mr. Greenwood agreed that Council Representatives show their identification badge to operators but to refrain from any unnecessary conversation that might impair an operator's ability to operate a vehicle safely.

4. RECEIVED report on Second Quarter Financials and FY 2010 Budget, Michael Davis, Administration and Financial Manager

Year-To-Date February Financials for the eight-month period ending February 28, 2009:

The Sector budget is on target with a positive variance of \$4.2 million, primarily due to a positive variance in the Labor category:

- Non-contract salaries are at a positive variance of 2.4 million.
- Contract wages are at a positive variance primarily with UTU wages (operators) because the Sector achieved full employee status and are using part-time operators in excess of 36 hours to fill runs that would normally be covered by operator overtime expenses

Personal Liability/Property Damage account is at a negative variance of \$2.4 million:

- Accidents are lower than last fiscal year but liability and damage costs are higher on average than in previous years.

Workers' Compensation is at a positive variance of \$1.5 million:

- Publicizing the prosecution of workers compensation fraud has helped in reducing the number of incoming claims. as well as continue to keep Workers' Compensation costs low.
- A safety coordinator works with transportation and maintenance manager work with an employee to reenact how an operator or other employee was injured.
- A return-to-work coordinator has also been placed at sites to support preventative actions to keep costs low.

Fuel and lubricant costs are at a positive variance of \$1.3 million:

- Hedging of 90 percent of anticipated compressed natural gas (CNG) costs helped incur a slight return in previous quarters, even though hedging is proving to be causing a negative variance in the latter portion of the fiscal year

Materials and Supplies are at a positive variance of \$195,000:

- The positive variance is primarily a seasonal variance
- A number of miscellaneous expenditures have been pushed back to future fiscal years including a number of planned maintenance projects at operating divisions

Parts is at a negative variance of \$611,000:

- Division 10 articulated buses have caused an increase in parts expenditures because of broken doors, service tanks, cracked frames, some of which is warranty repair that will offset the negative variance
- Over \$600,000 in warranty repair reimbursements have been received this fiscal year

Fiscal Year 2010 Budget Update

- Incoming CEO Art Leahy is in the process of reviewing the FY 2010 Budget.
- Instructed by the Metro Office of Management and Budget to present a flat budget with no increases in any accounts and elimination of special accounts such as travel, seminars, the Bus Rodeo or other incentives.

RECEIVED Questions regarding report on Second Quarter Financials and FY 2010 Budget:

Representative Wright asked if negotiations have begun with labor unions considering wages decreased by \$3 million. Mr. Davis said some of the decrease can be attributed to an exchange of service hours with other Service Sectors. He added that no increases were budgeted for neither contract nor non-contract employees.

Representative Ida asked if Metro is projecting any funding losses based upon a flat sales tax base expectation or a reduction in sales tax revenue. Mr. Davis said the original sales tax revenue projection for Fiscal Year 2010 was \$165 million. He added that there was no change to that \$165 million figure thus far.

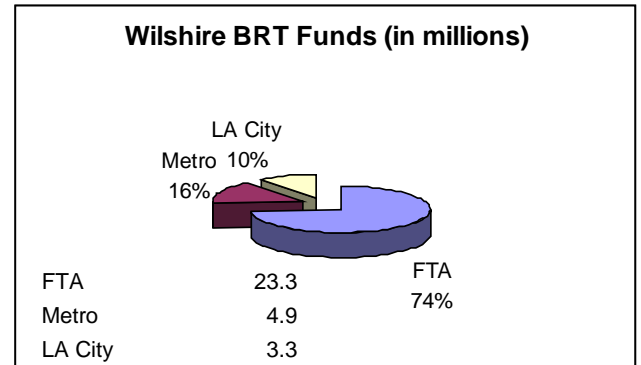
5. RECEIVED Update on Wilshire Bus Rapid Transit Initial Study/Environmental Assessment (IS/EA) – Rex Gephart, Director, Countywide Planning and Development

Wilshire Bus Rapid Transit (BRT) Project Objectives

- **Implement curbside bus lanes during weekday peak periods** (7am-9am and 4pm-7pm) in both directions
- **Allow access for right turns during peak periods** and access to all vehicles during off peak periods.
- **Improve street infrastructure** by widening selected segments, improving signal timing, phasing and priority for buses, and minimizing parking impacts.

Participating Agencies (Planning, Design, Construction or Funding of project)

- City of Los Angeles (Planning, Design, Construction)
 - Department of Transportation
 - Bureau of Engineering
 - Bureau of Street Services
 - Mayor’s Office
 - City Councilmember Offices
- County of Los Angeles (Planning, Construction, Funding)
 - Department of Public Works
 - Board of Supervisors
- Metro (Planning, Design, Funding)
- Federal Transit Administration (Funding)



Concerns from Governance Council regarding Wilshire BRT Project Outreach

- Public and community stakeholders not notified about November community meetings.
- Mailing list used may not have been broad enough in scope.
- Methods of reaching commuters who travel along but do not live within the corridor were not explored enough.

Responses from Rex Gephart and Wilshire BRT Community Relations Team

- A detailed slide describing the Initial Study/Environmental Assessment (IS/EA) that was initiated to examine the feasibility of Wilshire BRT and whether or not further environmental review would be necessary was presented at all November 2008 community meetings, was included in public notices regarding the project, is part of the project Frequently Asked Questions on the metro.net/westside website, and was discussed at Westside Central Service Sector Governance Council meetings when Wilshire BRT was included on the agenda.
- Four meetings were held between November 12 and 19, 2008 where 60 people provided verbal public comment on the proposal
- Public notices regarding the November 2008 community meetings were distributed to over 1000 people utilizing several different media: mailed to 309 postal addresses, 950 electronic mail addresses, 42 elected officials, 183 neighborhood councils and elected groups, 134 homeowner associations and neighborhood associations, 39 chambers of commerce and 175 community based publications in three different languages the week of November 10.
- Take one cards regarding the Wilshire BRT community meetings were

placed on Wilshire Boulevard bus lines (20, 720 and 920), which attract over 86,000 daily boardings.

- Website postings are in English, Spanish and Korean

Next Steps for Wilshire BRT IS/EA

- Complete potential project impact technical reports that will consider how the Wilshire BRT project will impact current environmental conditions as pertaining to the following areas:
 - Traffic and parking
 - Air quality
 - Noise
 - Environmental Justice and Community Impacts
 - Historical Resources and Parklands
 - Cultural Resources
- Send technical reports to the Federal Transportation Administration for review.
- Release documents reviewed by the Federal Transportation Administration for 30 day public review and comment period.
- Respond to all questions and comments in the document and from the review process.
- Send revised technical reports and assessment to the Federal Transportation Administration for a second review to see that comments and questions are addressed.
- Submit finalized IS/EA for approval at Metro Board, Los Angeles City Council and the Los Angeles County Board of Supervisors

RECEIVED Questions and Comments regarding Wilshire Bus Rapid Transit IS/EA:

Representative Rosten said that considering only 900 people were contacted and more than four million people use the Wilshire Boulevard corridor, that 141 people commenting on the Wilshire BRT project was not a significantly large number and perhaps more stakeholders could have been notified. He suggested notifying stakeholders through other communication methods such as placing banners on lamp posts along the corridor. Mr. Gephart said comments would be accepted during the second phase of Wilshire BRT community outreach which will take place toward the end of summer 2009 and that any ideas to improve outreach are welcome.

Representative Stitcher asked where customers could subscribe to email updates regarding studies such as the Wilshire BRT project. Mr. Gephart said Wilshire BRT project public presentations, frequently asked question

brochures and the website have highlighted four different ways to contact Metro.

Representative Wright suggested advertising the Wilshire BRT project using an ad campaign that utilizes both interior and exterior advertising on the 60-foot buses that operate on Wilshire Boulevard as well as on Metro street furniture and ad displays along the Wilshire corridor. This would inform riders and pedestrians alike.

Representative Ida asked if interior bus cards were posted. Mr. Gephart said he didn't think so, but it would be a good idea for future outreach efforts.

RECEIVED Public Comment regarding Wilshire Bus Rapid Transit IS/EA

Youssef Amin – Suggested using the center lanes of Wilshire Boulevard for the Bus Rapid Transit project. He also suggested using the project to “architecturalize” the design of Wilshire Boulevard. Mr. Gephart said the proposed 2002 Wilshire Bus Lane Project was a center-lane project that would have operated 24 hours per day.

Connie Levy – Said announcements about the meetings were not made well enough in advance for members of the public to set aside time in order to attend the meeting.

6. RECEIVED report on Line Numbering Convention – Stephen Fox, Transportation Planning Manager IV, Service Planning and Development

Mr. Fox gave a brief history on Metro's Line Numbering Convention which began in the early 1980s and was created by predecessor agency Southern California Rapid Transit District. The system is as follows:

Metro Route Numbering Convention	
Series	Function/Description
1-99	Routes that serve downtown Los Angeles beginning from the Hollywood Hills in a counter-clockwise direction, i.e.: 1 Hollywood Bl (canceled) 2 Sunset Bl 4 Santa Monica 70 Garvey Bl 94 San Fernando Rd
100-199	East West Routes that do not serve downtown Los Angeles
100-149	East-West Routes that operate south of downtown Los Angeles 115 Manchester Bl/Firestone Bl
150-199	East-West Routes that operate north of downtown Los Angeles 150 Ventura Bl
200-299	North -South Routes not serving downtown Los Angeles
200-249	North-South Routes west of downtown Los Angeles 204 Vermont Av
250-299	North-South Routes east of downtown Los Angeles 260 Atlantic Bl
300-399	Limited stop routes 316 W 3 rd St 378 Huntington Dr-Main St-Las Tunas Dr
400-499	Express routes that serve downtown Los Angeles 444 Rancho Palos Verdes Express via Hawthorne Bl 460 Disneyland Express
500-599	Express routes that do not serve downtown Los Angeles 534 Malibu/Trancas Canyon via Pacific Coast Highway 550 West Hollywood-San Pedro Express via Harbor Fwy
600-699	Shuttles
601-624	Circulators
625-649	Point-to-Point Shuttles
650-659	Special Event Shuttles
660-699	Rail Feeder Shuttles

Representative Rosten asked if a renumbering was currently planned for Metro. Mr. Fox responded no, but said that in order to accommodate short-turn alignments the current three digit system would have to be expanded to include either a fourth digit or letter, considering some rapid lines already exist in succession (i.e. Lines 760, 761, 762) that are not short-line deviations of their “primary” line (760). A fourth digit is only possible on one of the two current headsigns in use by Metro and a fourth digit would further restrict destination information to one less letter. He added that many lines have in excess of two or even three short-line variants and that in many cases a passenger that does not notice a destination may not notice a different line number, either.

Representative Wright suggested adding “ONLY” to the end of short line headsigns so customers are aware and to limit the number of changes in destination headsign displays to reduce confusion.

Representative Capone Newton suggested that the Service Development team review the headsign portion of the transit service policy to devise a more effective solution that best serves the rider and that considers changing headsign color, the literacy level of many riders, and whether place names make sense to regular riders familiar with the area’s geography and occasional riders (i.e. tourists).

Representative Rosten suggested a placard in the front window of short line buses that displays the destination.

Representative Ida suggested linking the Americans with Disabilities Act-required exterior audio annunciator with an operator’s bus sign-on procedure which generally links destination information to an operator’s assignment. He said this would be very easy to implement considering the technology already exists. Mr. Greenwood added that Metro is in the process of retrofitting all external overhead annunciators because the interior of the exterior speakers are made of paper and have deteriorated after multiple bus washings.

7. RECEIVED report from council members on their line rides

Representative Wright:

- Suggested the council discuss the potential of a future Council group line ride
- Said the Line 728 (Olympic Boulevard) ride from downtown Los Angeles to the Sector Council meeting is still faster than riding Line 720 (Wilshire Boulevard).
- Noted that Line 740 (Broadway) buses (Gateway Cities) have not

been as clean as in previous months and suggested that maintenance be monitored to ensure buses are clean.

Representative Stitcher suggested that Sector management include Governance Council representatives in future line saturations and management line rides.

Representative Capone Newton asked whether Line 20 public timetables distinguished whether a bus departed from a layover zone at Veteran and Wilshire or Le Conte and Westwood and whether a bus from the Veteran and Wilshire layover would serve the posted eastbound Line 20 stop at Westwood Boulevard and Weyburn Drive.

8. Chair's Remarks – NONE

ADJOURNED at 6:40 P.M.

Prepared by:



William L. Walker
Council Secretary